

Is Anybody Better Off?

Pact's Client Outcomes Assessment Tool

National Outcomes Forum 19 February 2009

Introducing Pact

- Pact is a NGO in the South Island that supports people with intellectual disabilities, mental illness, or both
- Provide support for over 700 people in Otago, Southland and the West Coast
- Services include community support, supported accommodation, day programmes, respite services, and supported independent living
- Our focus is to enable people to have successful lives in the community



Why measure outcomes at Pact?

1. To enable people to live fulfilling lives in the community
2. To ensure that future decisions have a positive impact on our clients' lives
3. To increase accountability to clients, their families, the community, and funders



Is anybody better off?

Pact aims to improve the *quality of life* of its clients. The outcomes tool we have developed measures change in clients' quality of life.




Measuring Outcomes – where we've got to

- We've focused on measuring clients' quality of life
- This encompasses eight domains:
 - Relationships
 - Community participation
 - Goals and achievements
 - Physical health
 - Independence
 - Resources
 - Happiness
 - Rights



How it's done

Four times a year, key workers fill out a "Client Outcomes Assessment Form" for each client

 **Client Outcomes Assessment Form**

| | |
|---------------------------|---------------------|
| Name of Client | Jane Bloggs |
| Service | Apple Street |
| Date of Assessment | 25/1/09 |

Who was involved in the assessment?

| | Client | Y / N | |
|--|-----------------------------------|-------|---|
| | Staff | Y / N | Name/s Carol Fisher, Tim Henderson |
| | Family member, Friend or Advocate | Y / N | Name/s Edward Bloggs (brother) |

Date of entry (if client entered service in this period) **15/10/08** Date of exit (if client has exited or is about to exit) _____

Describe any significant events in the client's life that have happened over the last four months that could affect their quality of life (date **6/11/08**)

Jane lost her job _____



Scoring domains

| Community participation | 5 Strongly agree | 4 Agree | 3 Neither agree nor disagree | 2 Disagree | 1 Strongly disagree | Comments |
|--|---------------------|------------|---------------------------------|---------------|------------------------|--|
| I choose what I want to do in the community | | | | ✓ | | I usually end up doing whatever my flatmates are doing – I would like to do more on my own |
| I feel safe in the community | | ✓ | | | | |
| I spend a lot of time out in the community – e.g. shopping, walks, sport events, concerts, pub | | | ✓ | | | |
| I belong to a club, church, sports team or other interest group | | ✓ | | | | I have started playing social netball |
| I have a job I like – this can include volunteer work (only score if you are at a working age) | | | | | ✓ | I am looking for work but haven't found anything |
| I go to a place where I learn something that I enjoy or is useful – e.g. vocational centres, school, polytech, university | | ✓ | | | | |

Comments

If I had better access to transport I could choose the activities I do in the community

(continue overleaf if necessary)



Online Prototype

3. Community participation

1. I choose what I want to do in the community

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Comments

I have complete control over what I do in the community and when I do it

2. I feel safe in the community

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree



Providing for a Diverse Group of Clients

- Most of the statements that clients are asked to score relate to general quality of life and apply to everyone
 - “I feel close to my friends and family or whanau, and I see them often”
- However some apply only to mental health clients:
 - “I am progressing with my recovery”
- And some only to specific demographics:
 - “I have a job I am paid for”



Pilots

- We've run three pilots/trials of the outcomes measurement tool to date:
 - December 2007
 - February 2008
 - October 2008 (revised version)
- These were conducted in eight pilot sites across the three major regions, representing the range of Pact's services



Pilots

- We didn't get meaningful data from two of our services in the first two pilots, as some staff had difficulties in completing the forms.
- A revised form was tested in the third pilot, which was successfully completed by all eight pilot sites.



Aggregating Scores

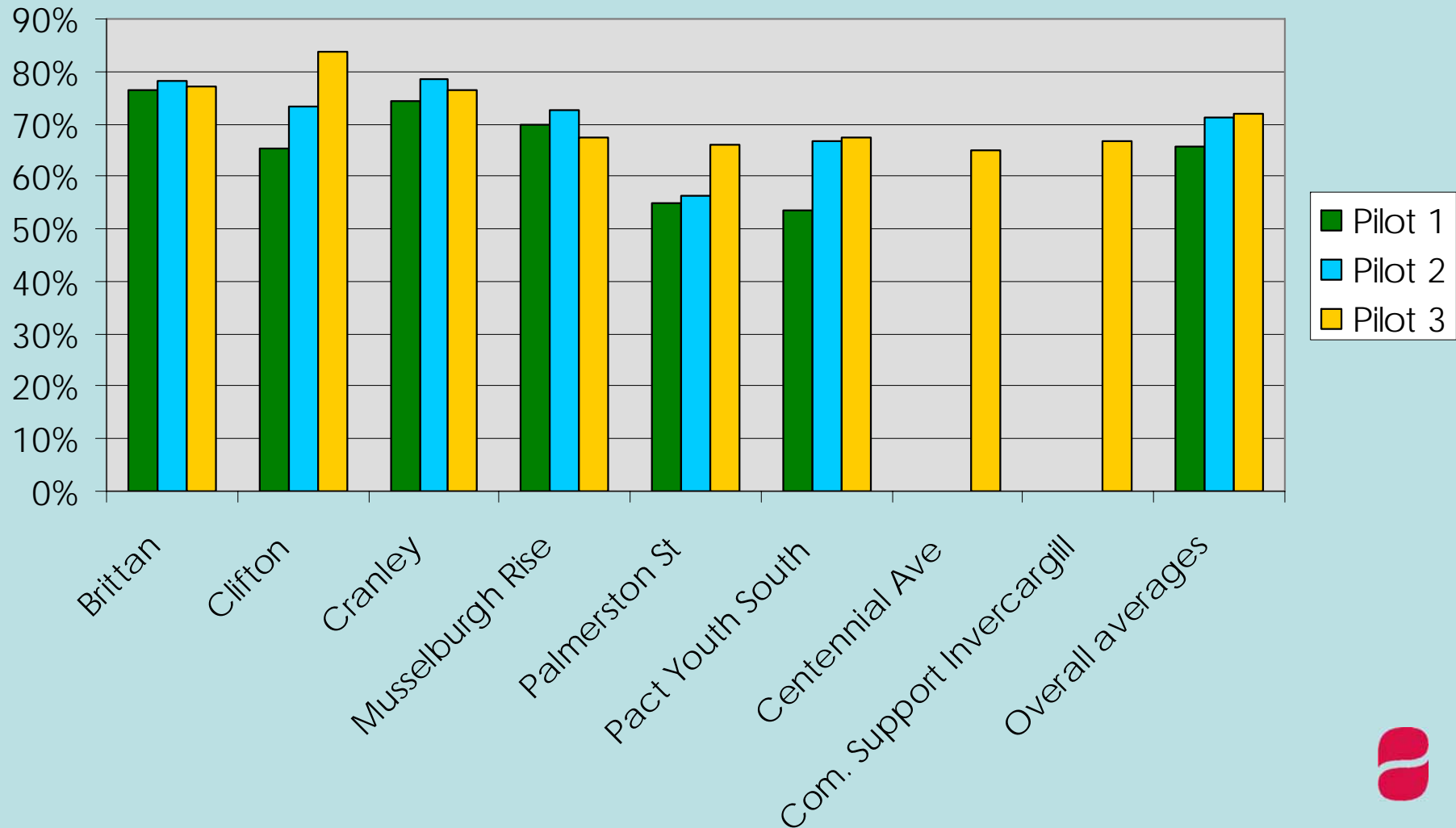
- Scores are converted to percentages:
 - if a client scored 5 (“strongly agree”) for a question this is converted to 100%
 - a score of 3 (“neither agree nor disagree”) becomes 50%
 - a score of 1 (“strongly disagree”) would translate to 0%
 - an average score of 3.74 becomes 68.5%

| Community participation | 5 Strongly agree | 4 Agree | 3 Neither agree nor disagree | 2 Disagree | 1 Strongly disagree |
|---|------------------------|------------|---------------------------------------|---------------|---------------------------|
| I choose what I want to do in the community | | | | ✓ | |
| I feel safe in the community | | ✓ | | | |



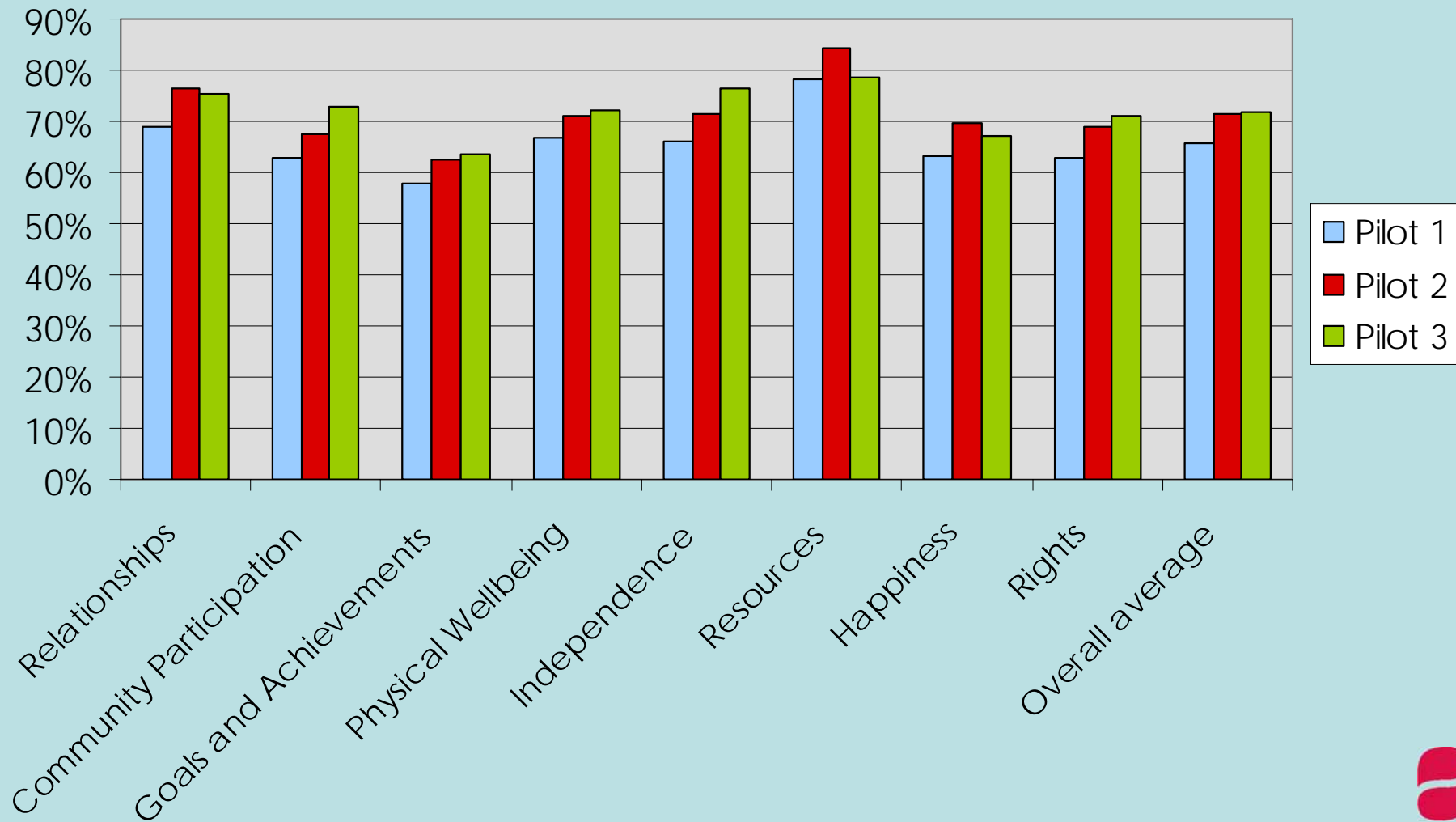
Results from Pilots

Overall service scores



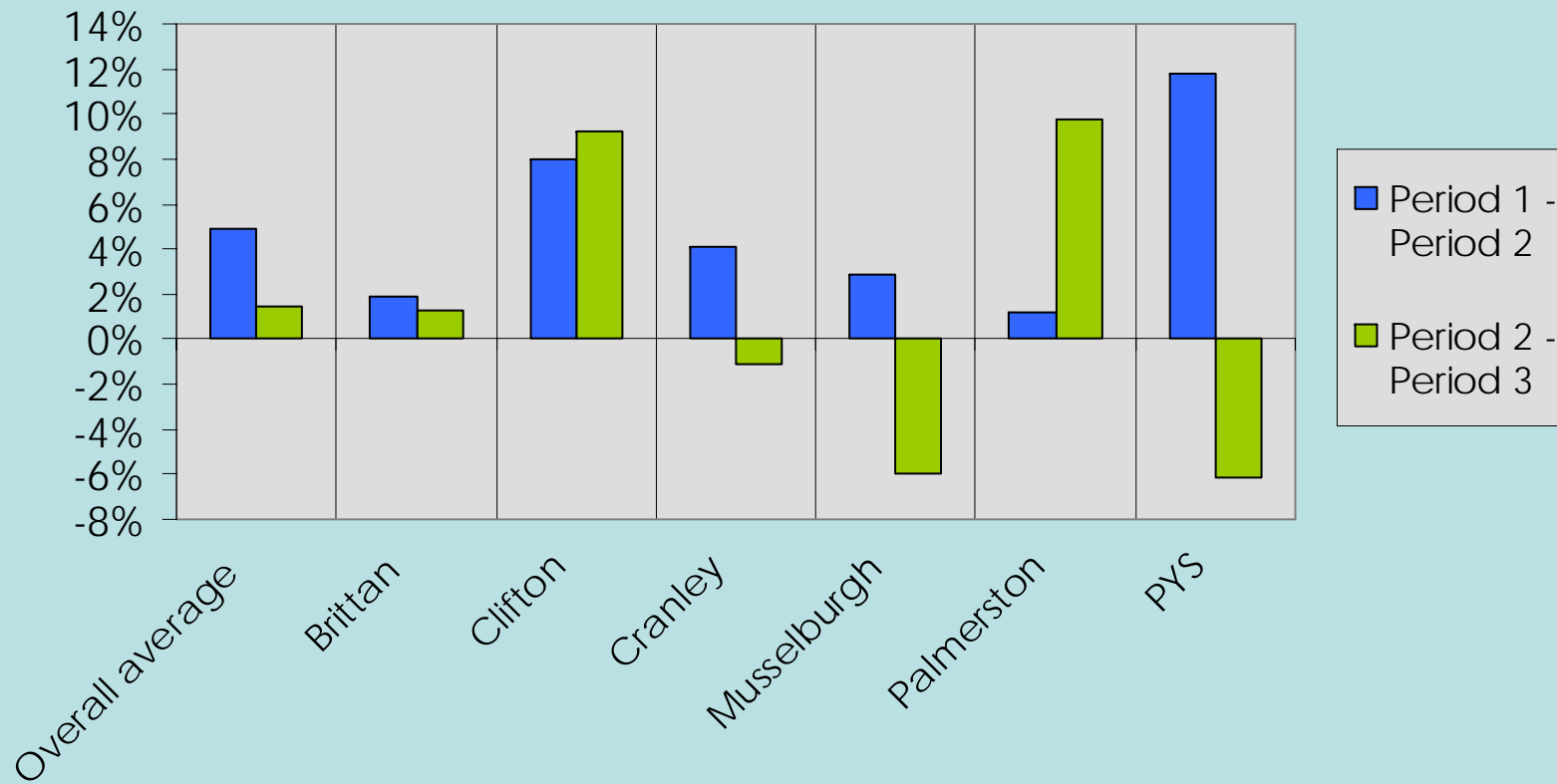
Results from Pilots

Average domain scores



Results from Pilots

Average change in individuals' overall scores by service



Issues arising from pilots

- Difficulty completing forms
 - The assessment form has been revised with the aim of keeping things simple and self-explanatory
 - For Pilot 3 the form was successfully completed by one of our seven year old clients
- Bias towards improvement
 - Need to emphasise that the primary purpose of the tool is not to assess staff performance
 - Results from three pilots suggest that this may correct itself over time



What next?

- Clients and staff start using paper version of tool (early 2009)
- Outcomes tool incorporated into online Client Management System (mid 2009)
- Training package for using the outcomes tool developed (mid 2009)
- Fully operational (late 2009)



Questions?